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ABSTRACT

This manual was developed to formalize Inglewood Public Library's existing policies and programs regarding library services to the Spanish speaking, and to define future program goals. The introduction discusses why such services have been initiated, why the manual was developed, and the potential benefits the manual has for library administrators, professional staff, and library school students. Chapter 2 enumerates the objectives, goals, and activities for administering the program and its resources and services. Chapter 3 discusses the functions of the program, its organizational structure within the library, and lists staff position descriptions and duties. Chapter 4 discusses the selection and acquisition, cataloging and processing, collection maintenance, and circulation of the library's print and nonprint collections. Chapter 5 describes publicity programs, reference services, and recreational, cultural, and educational programs; sample flyers and announcements are included. Various methods for determining the effectiveness of the library's services and programs for the Spanish speaking are contained in Chapter 6. Future plans with regard to collection development, services, and programs conclude the report. (JPF)

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LIBRARY SERVICE TO THE SPANISH SPEAKING

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

INGLEWOOD PUBLIC LIBRARY
101 West Manchester Blvd
Inglewood, California 90301

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FOREWORD

Library services to the Spanish speaking have been notably deficient in the United States. With a few exceptions, Spanish speaking people have had to resort to their own personal collections to satisfy their reading, listening, and viewing interests. So, it has been with the greatest of satisfaction that I have been sharing ideas and exchanging opinions with the professional staff of the Inglewood Public Library in their sincere efforts to improve library services and materials to and about the Spanish speaking patron. All of us who are committed to serving the Spanish speaking library user are aware of the many improvements in services and materials that are needed to truly satisfy the information requirements of the many nonusers of library collections. We should reevaluate existing policies and programs as we strive to accommodate the differing needs of the Spanish speaking communities. And, we should simplify procedures and expand collections to suit their interests and abilities.

I am indeed hopeful that the great effort and genuine dedication demonstrated by the professional staff of the Inglewood Public Library in upgrading their services to the Spanish speaking community will serve as encouragement to libraries and other institutions that serve the educational, informational, and recreational needs of all Spanish speaking children and adults.

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INTRODUCTION

Service to the Spanish speaking is developing in various ways among public libraries in communities that include Spanish speaking people, because the composition of these communities differs so widely. Their Spanish speaking members vary in social backgrounds and literacy. They may include groups such as migrants in labor camps, Cuban refugees and immigrants from other Spanish speaking countries, with varying educational levels, and American born Chicanos with varying fluency in Spanish. While many public library collections in Spanish emphasize the practical, such as "how-to" and employment information, others reflect the fact that a heterogeneous community requires a more varied collection and more extensive services.

The City of Inglewood is part of a large metropolitan area with a heterogeneous Spanish speaking population. Because of the nature of the population, the Inglewood Public Library's collection is designed to meet the needs of the Spanish speaking of all ages, having a wide variety of interests, reading abilities, habits, and backgrounds.

Service to the Spanish speaking has been initiated because of the growing number of Spanish speaking people in the community. This service is designed for this particular segment of the community. Although the service is primarily designed for those who speak and read Spanish, it is also intended to serve those "Latinos" who have a need for materials in English concerning Hispanic life and culture. The Inglewood Public Library makes every effort to provide library service to all members of the community. The population make-up of the City is changing and we realize that library service must keep current with community needs. Through observation and through studies provided by the City's Planning and Development Department, we learned that 15 percent of the City's population have Spanish surnames. This led us to assume that a number of this group were not receiving library service, not only because there were few materials in Spanish in the Library but also because they were unfamiliar with library service.

To more fully understand the needs of the Spanish speaking community, the Library must understand the entire community as demonstrated through various sources such as the school district, the adult education office, clubs, churches, and other local organizations, City departments, and government agencies. Communication with these groups indicates that portion of the population which can be served by library resources and services made available in Spanish.

A good program of library service to the Spanish speaking should consist of resources adequate both in quality and quantity to the community served, Spanish speaking staff members who can supply informational needs, and specialized services such as informational and recreational programs, as well as a means of making the Spanish speaking aware of the existence and benefits of a library. The program should not only provide bi-lingual materials and services, but should also be bi-cultural, acknowledging the contributions of Hispanic civilization.

Once resources are made available and staff assistance provided for, those in the community who can enjoy and benefit from service to the Spanish speaking must be made aware of its existence and its value to them. The best possible service would be valueless if its existence remained unknown to those who could make use of it.

Our objective is to seek out those members of the community who may benefit from the service and to make them aware that it is not just a free service provided for some unknown reason, but that they as library users form an integral part of it.

In addition to programs designed to attract people to the Library, regular in-house activities serve to maintain interest among those already aware of the Library's existence.

This manual on service to the Spanish speaking has been developed at this time to formalize existing policies and programs as well as to define future goals. It is in line with the Library's intent to develop policy and procedural manuals for all functions of the Library. It is intended to clarify the scope of this service and define the duties involved. It will also aid administrators in understanding the service and help other libraries which may want to embark on such a program.

In the preparation of this manual, current policies and procedures were reviewed and revised. New concepts were developed and a greater understanding of the importance of the service was arrived at. A procedural manual of this type is additionally useful in a number of ways:

(1) It aids library administrators, professional staff, and city officials in the understanding of service to the Spanish speaking.

(2) It may aid library administrators in making comparative evaluations of their own service.

(3) It serves as an instructional manual for employees performing this service.

(4) It can be used to analyze a job description, either by an employee on the job or by the employee's supervisor.

(5) It provides material for use in library schools.

OBJECTIVE, GOALS, AND ACTIVITIES

"The public library, as a service agency, must continually evaluate its function if it is to provide meaningful resources, services, and programs to a community that continually is changing. A basic approach is for the library to determine its goals. Goals influence the quality and types of services. Decisions can be more readily made when goals are stated. Planning and programming can be more effective and realistic when goal statements are established."[1]

Establishing goals for service to the Spanish speaking is especially important at this time, as much of the program is currently in the planning stage.

CONTENTS OF THIS SECTION

OBJECTIVE

GOALS AND ACTIVITIES

Administration

- Budget
- Personnel
- Policies and procedures
- Public relations
- Professional activities

Resources

- Materials
- Materials maintenance
- Equipment and maintenance

Services

- Community relations
- Materials circulation
- Information and referral services
- Programming

[1] Inglewood Public Library. Library Objectives, Goals, and Activities. 1973. p. 4.

OBJECTIVE

Provide library services and resources to those in the community who need bi-lingual services with a bi-cultural emphasis.

GOALS AND ACTIVITIES

ADMINISTRATION

Budget

Goal: Recommend realistic budget requirements and make the most effective use of the budget allocation.

Activity: Prepare budget request and review budget allocation periodically.

Personnel

Goal: Make maximum use of staff, including volunteers.

Activity:
Select applicants for positions.
Schedule and supervise personnel, including volunteers.
Determine training needs and conduct specialized in-service training, including volunteers.
Evaluate staff including volunteers; counsel as necessary.
Recruit and select volunteers.
Provide and maintain accurate, complete, and up-to-date records and files.

Policies and procedures

Goal: Formulate policies and procedures which will result in a more effective operation.

Activity:
Attend staff meetings; read library procedural manuals memos, and reports.
Prepare memos, reports, and studies, including an operational manual.
Review and evaluate policies and procedures to insure a service that is responsive to the public.
Report on problem areas and recommend improvements.
Inform staff of changes in policies and procedures.

Public relations

Goal: Develop an awareness of the nature and resources of the community in order to promote public awareness of library services to the Spanish speaking community through the use of all possible media.

Activity:
- Participate in City-wide programs.
- Work with groups, organizations, and other agencies.
- Prepare news releases, booklists, brochures, leaflets, and posters.
- Give talks and demonstrations.
- Arrange displays of materials and maintain public bulletin boards.

Professional activities

Goal: Become aware of the latest developments in the area of service to the Spanish speaking and the library field in general, and apply as appropriate.

Activity:
- Read professional literature.
- Attend meetings and conferences.
- Visit other facilities.
- View demonstrations of new methods and equipment.

RESOURCES

Resources include adult, children's, and audio-visual materials in the Spanish language, and Hispanic-related materials in English.

Materials

Goal: Provide a collection of library materials that reflects the needs of the Spanish speaking community.

Activity:
- Review library media, including publishers' catalogs, order suggestions from staff and public, and use indicators, as a basis for selection.
- Evaluate public reaction to resources through user comments, user reaction forms, questionnaires, and other statistical means.
- Consult with vendors and publishers' representatives.
- Order, receive, catalog, and process library materials.
- Review new library materials as received.
- Evaluate library collections; withdraw materials no longer suitable and replace or update as needed.
- Conduct inventories of library materials.
- Provide and maintain accurate, complete, and up-date records, catalogs, and files.
- Develop a selection policy for materials to be used in service to the Spanish speaking.

Materials maintenance

Goal: Insure that library materials are in good condition and ready for use.

Activity: Review the collection periodically; select materials for rebinding and withdraw materials in poor condition.

SERVICES

Community relations

Goal: Become conversant with the needs, desires, and cultural differences of the Spanish speaking users of library materials, and provide services accordingly.

Activity: Establish liaison (by personal contact, telephone, or correspondence) with organizations and groups, governmental agencies, and others dealing with the Spanish speaking.
Evaluate public reaction to services and programs through user comments, staff observation, user reaction forms, questionnaires, and statistics.
Consult other libraries serving the Spanish speaking.
Conduct periodic surveys of the community to determine Hispanic composition.

Materials circulation

Goal: Provide effective methods to enable Spanish speaking patrons to understand how materials may be charged for home use.

Activity: Prepare explanatory literature and samples of forms in Spanish.
Register those who require assistance.

Information and referral services

Goal: Provide information and referral services.

Activity: Explain the resources, catalogs, and indexes to the public.
Refer patrons to appropriate sources.
Install bi-lingual directional and informational signs.
Prepare bi-lingual forms.

Programs

Goal: Provide programs which are in response to public needs.

Activity: Plan and schedule programs including class visits.
Conduct and/or participate in programs including class visits.
Book films and equipment.

Publications

Goal: Provide information concerning library services to others, principally in the library field, serving the Spanish speaking.

Activity: Write articles for professional journals.
Translate manuals and studies into Spanish.

3

ORGANIZATION

This section deals with the function, the organizational structure, and the place within the organization of those library services referred to as "Service to the Spanish Speaking."

CONTENTS OF THIS SECTION

FUNCTION

RELATIONSHIP WITH OTHER LIBRARY FUNCTIONS

POSITION DESCRIPTIONS

SPANISH SERVICE ACTIVITIES

FUNCTION

Although the Library's Service to the Spanish Speaking is considered in the Library organization as a section of the Adult Division, a strong liaison is maintained with other Library public service divisions such as Children's, Audio-visual, and Extension. This Service provides resources, services, and programs to the Spanish speaking, including those who must use the Spanish language in order to avail themselves of any library services, those who are bi-lingual, and those who are learning Spanish.

RELATIONSHIP WITH OTHER LIBRARY FUNCTIONS

The Spanish Service function is interrelated with other library functions and activities. Indicated below are the areas of cooperation and liaison with the various Library divisions and functions.

Library Administrative Office. The Spanish Service function is funded through the Adult Division's budget, which is prepared and administered by the Head – Adult Division in connection with the Library Administrative Office. Materials other than adult books are funded by the Division involved. Public relations activities, including production of press releases and brochures, are channeled through the Office. Forms required for special projects and programs are routed to the Office for approval.

Technical Services Division. Since the processing of books is based on the correct interpretation of title page information, Spanish speaking staff members, currently the Spanish Service Clerk and Librarian do the pre-cataloging and cataloging, respectively, of adult Spanish books. The other clerical work is done by the Technical Services staff. Children's and multi-media materials are cataloged and processed by the Technical Services and Audio-visual

staff in consultation with the Librarian for Service to the Spanish speaking.

Circulation Division. Spanish Service personnel work with circulation and registration on an on-call basis whenever personnel in these areas need to communicate in Spanish. Spanish speaking patrons are assisted in registering for library cards, telephoned when materials are overdue, etc.

Audio-visual Division. The Audio-visual Division provides projectors and films for film showings and assistance in preparing publicity. The assistance of the Audio-visual librarian may be requested in obtaining films for film programs. The Spanish Service assists Audio-visual Division personnel in the selection and cataloging of non-print materials.

Reference and Information Services. The Librarian for Service to the Spanish Speaking is also a reference librarian, and many of the duties involved in the assistance of Spanish speaking patrons are also part of the reference function. The Information Service has first contact with library users and refers patrons to the Spanish Service as required.

Serials Publications and Documents Division. Serials Publications and Documents staff acquires, maintains, and routes all Spanish language periodicals and newspapers after consultation with the Librarian for Service to the Spanish Speaking. Any documents in Spanish or concerning Spanish language materials are routed to that Librarian.

Children's Division. Book selection for the Children's Division is done by children's librarians with the assistance of the Librarian for Service to the Spanish Speaking. Programs in Spanish for children are conducted with the aid of the Librarian for Service to the Spanish Speaking who also assists with bi-lingual classes and publicity and arranges for necessary clerical support.

Young Adult Services. The Librarian for Service to the Spanish Speaking maintains a liaison with the Young Adult Librarian, primarily on a consultation basis, for book selection and programming.

Community Services. The Librarian for Service to the Spanish Speaking may be called upon to assist the Community Services Librarian in selecting talking books for the blind.

Branch libraries. Small collections of adult books in Spanish are sent to the branch libraries on a temporary (revolving) basis on request. A permanent collection of children's books in Spanish is available in one branch library. Programs are also presented at the branches on request of branch librarians.

Library committees. The Librarian for Service to the Spanish Speaking is a member of several Library committees and serves as a resource person on others. Some of these committees are: Registration, Program, Bulletin Board, etc.

POSITION DESCRIPTIONS

Position descriptions are given for the following positions in the service to the Spanish Speaking: Librarian for Service to the Spanish Speaking and Spanish Service Clerk.

The two positions noted in this study follow the standard pattern of listing the various duties required in the position. In order to give a fuller picture of the position, the percentage of time spent on each duty is indicated and the duties ranked by this percentage, which indicates only "time spent" and has no direct relationship to the importance of the duty. This percentage reflects the amount of time spent over an extended length of time, and might vary considerably from day to day and week to week.

Listed under duties (if they apply) are responsibility relationships — that is, the relationship to another area of activity such as the Children's Division or the Library Administrative Office. Each duty has, therefore, been analyzed with respect to personnel in another area of activity who: (1) must be consulted, (2) may be consulted, or (3) must be notified. These responsibility relationships do not include (1) the person to whom the employee reports, (2) those the employee may supervise, or (3) anyone else in the Service to the Spanish Speaking or the Adult Division.

Job Title	LIBRARIAN FOR SERVICE TO THE SPANISH SPEAKING
Class Title	Associate Librarian
Reports to	Head — Adult Division
Supervises	Spanish Service Clerk
Location	Main library

Summary. The Librarian for Service to the Spanish Speaking directs the Library's program of service to the Spanish speaking.

Prerequisite. Must be able to communicate effectively in both Spanish and English and possess a technical command of both languages sufficient to allow for translation of materials having a high degree of complexity.

Duties		Percent
1)	Coordinates Spanish service activities with other City departments, community organizations, and other agencies concerned with service to the Spanish speaking.	15
	Must consult outside personnel concerned.	
2)	Prepares and conducts adult programs for the Spanish speaking.	10
	Must consult Library Administrative Office.	
3)	Catalogs adult books in Spanish.	10
	May consult Technical Services staff.	
4)	Selects adult books in Spanish.	10
	Must consult Order-receiving staff.	
5)	Assists Spanish speaking patrons.	10
6)	Translates Library-produced materials, including manuals on all aspects of library service.	8
7)	Assists in the preparation and presentation of programs for the Spanish speaking which are conducted by other Library divisions.	8
	Must consult Library staff concerned.	

Duties		Percent
8)	Schedules, supervises, and counsels personnel, maintains time worked records, prepares work performance reviews, determines training needs, and provides in-service training.	5
	Must consult Library Administrative Office	
9)	Prepares studies, reports, statistics, book lists, announcements, and publicity.	5
	Must notify Library Administrative Office.	
10)	Receives instruction and training.	3
11)	Assists in the selection of serials publications, audio-visual materials, and children's materials in Spanish.	3
	May consult Order-receiving staff.	
	Must consult with Library staff concerned.	
12)	Attends meetings and conferences; reads professional literature; and maintains awareness of developments in the area of service to the Spanish speaking.	3
13)	Assists in cataloging audio-visual and children's materials in Spanish.	2
	Must consult with Library staff concerned.	
14)	Determines the type and extent of Library resources and services to the Spanish speaking and supervises the maintenance of materials involved.	2
15)	Gives presentations and conducts library tours.	2
16)	Prepares exhibits of interest to the Spanish speaking.	2
	Must consult Audio-visual exhibit personnel.	
17)	Evaluates Hispanic-related library materials in English.	2
	Must consult order librarians.	
18)	Serves as translator for other City departments.	2
	Must consult City personnel concerned.	

Duties		Percent
19)	Recruits, trains, assigns, and supervises volunteers. Must consult Volunteer Coordinator.	1
20)	Assists in the preparation of that portion of the Adult Division budget that relates to the Service to the Spanish speaking.	1
21)	Reports on problem areas and makes recommendations.	1
22)	Serves as Reference Librarian.	—

Job Title	SPANISH SERVICE CLERK
Class Title	Library Clerk
Reports to	Librarian for Service to the Spanish Speaking
Supervises	—
Location	Main library

Summary. The Spanish Service Clerk provides clerical assistance to the Librarian for Service to the Spanish Speaking and assists in planning and coordinating activities related to the Library's program of service to the Spanish speaking.

Prerequisite. Must be able to communicate effectively in both Spanish and English.

Duties		Percent
1)	Types correspondence, publicity releases, book lists, studies and reports, and translated material.	25
2)	Prepares work slips for the cataloger with information obtained from bibliographic sources.	15
	May consult cataloging librarians.	
3)	Letters and illustrates posters and other public relations material.	15
	May consult Audio-visual exhibit personnel.	
4)	Types and maintains entries for Spanish language adult filled order file.	12
	May consult Order-receiving staff.	
5)	Assists in planning and conducting programs.	10
6)	Receives instruction and training.	6
7)	Assists Spanish speaking patrons.	5
8)	Assists in the maintenance of the adult Spanish language collection.	5
9)	Processes information file materials in Spanish.	3
10)	Maintains office files.	3
11)	Reports on problem areas and makes recommendations.	1

SPANISH SERVICE ACTIVITIES

In the previous discussion of position descriptions, a summary of the duties required was included with each position in an effort to delineate further the respective positions. Those duties identify various end results which the person filling the position is responsible for achieving. Here the focus is on the activities or methods by which the end results are to be achieved. Activities are listed here as professional (Librarian for Service to the Spanish Speaking) or non-professional (Spanish Service Clerk).

Professional activities

Answer telephone
Assist Spanish speaking patrons
Attend meetings and conferences
Catalog and classify Spanish language library materials
Compile bibliographies
Conduct library tours
Conduct orientations
Confer with Library staff/City employees
Confer with representatives of organizations (including publishers)
Edit written materials
Evaluate gift materials
Explain Library policies and procedures to the public
Give talks and presentations
Initiate memos and other correspondence
Inventory library materials
Perform activities related to professional affiliations
Perform bibliographic checking
Plan and prepare displays
Plan overall operation of the Service
Plan, prepare, and conduct programs
Prepare for orientations
Prepare publicity
Prepare studies and reports
Read correspondence
Read professional literature
Receive instruction and training
Review new audio-visual materials in Spanish
Review new books in Spanish
Review resources for updating
Review resources for withdrawal
Schedule personnel
Select, evaluate, and counsel personnel
Select library materials
Staff adult reference desk
  Assist the public in the use of indexes to periodicals
  Assist the public in the use of reference materials
  Assist the public in the use of the public card catalog

File reference services
Give directional information
Identify library materials from telephone requests
Perform readers' advisory service
Receive, edit, and complete book requests
Supervise and train personnel
Supervise and train volunteers
Translate Library-produced materials
Translate materials for the public
Visit libraries and other facilities
Visit schools

Non-professional activities

Answer telephone (including routing calls)
Assist in preparation of displays
Assist in programs
Attend meetings and conferences
Compile statistics
Confer with Library staff/City employees
Maintain office files
Maintain revolving collections
Maintain Spanish language filled order file
Observe, report on, or correct stack conditions
Operate film projector
Operate photocopier
Perform bibliographic checking
Prepare brochures, posters, and other public relations materials
Receive instruction and training
Route materials
Shelve library materials
Type correspondence, memos, reports, schedules, etc.
Type labels

EVALUATION OF THE LIBRARIAN FOR SERVICE TO THE SPANISH SPEAKING

This librarian is responsible for administering library service to Spanish speaking adults and children, and to those of Hispanic culture. The effectiveness of this service is dependent on this person's abilities, aptitude, personal interest, sense of organization, rapport with the staff and public, and cultural background. However, the Librarian for Service to the Spanish Speaking does not work without direction. One of the responsibilities of the Head – Adult Division is to see that the "best" librarian is chosen for the position and to conduct an annual employee evaluation and a series of probationary evaluations (if the person is new on the job). A Library-developed form is also used to evaluate the person filling the position. A copy of this work evaluation form follows.

LIBRARIAN FOR SERVICE TO THE SPANISH SPEAKING WORK EVALUATION

Employee's name _____ Employee's class title _____ Date _____

	OUTSTANDING	GOOD	FAIR	UNSATISFACTORY
1. Knowledge of the composition of the local Hispanic community.				
2. Knowledge of Hispanic related materials for adults & children in the library's collection.				
3. Ability to recommend acquisitions of materials in Spanish for adults.				
4. Ability to recommend acquisitions of materials in Spanish for children.				
5. Ability to recommend acquisitions of adult & children's materials in English on Hispanic culture.				
6. Ability to interpret user's questions.				
7. Ability work with children.				
8. Willingness to help library users; enthusiasm.				
9. Punctuality.				
10. Courtesy toward the public.				
11. Appearance.				
12. Attitude toward other employees.				
13. Ability to organize work; assign & schedule staff.				
14. Understands the role of Service to the Spanish speaking within the Library system; is aware of Library policies & procedures.				
15. Ability to develop priorities; set goals.				
16. Supervisory ability.				
17. Ability to plan & conduct programs.				
18. Performance of Hispanic community relations activities.				
19. Ability to accept suggestions or criticism.				
20. Ability to relate to Hispanic Americans.				
21. Considering all Spanish services librarians you have known, what is your overall rating of this employee?				

COMMENTS:

Rater

RESOURCES

The Inglewood Public Library has a multi-media collection. Informative materials are collected regardless of their physical format. For this reason, resources are referred to as "materials" and not only as "books."

Library materials for those patrons who are English speaking and comprise the majority of the population are divided into several collections. These divisions are used as guidelines in the arrangement of materials intended for the Spanish speaking and are made because of format (hard-bound book, paperback book, sound recording, pamphlet, etc.); because of the age or limitation of the reader (children, young adults, blind, etc.). Fiction is further divided into categories such as mystery, romance, and science fiction.

Spanish language materials cut across all the other divisions of library materials: format, age level, fiction and subjects. Spanish language books are now maintained in a separate area because they are thus more readily located by the public. The extensiveness of the collection of materials in Spanish and the increased ease of its use by a growing Spanish speaking population are other factors which warrant a separate collection.

Spanish language materials include those for the Spanish language reader, bi-lingual materials in Spanish and English for those learning one language or the other, and textbooks designed to teach English.

CONTENTS OF THIS SECTION

ADULT SPANISH COLLECTION

CHILDREN'S SPANISH COLLECTION

AUDIO-VISUAL MATERIALS

MATERIALS IN ENGLISH

SELECTION AND ACQUISITION

CATALOGING AND PROCESSING

COLLECTION MAINTENANCE

CIRCULATION

ADULT SPANISH COLLECTION

Materials in Spanish are generally cataloged in the same manner as other adult material except that SPANISH is stamped on the labels.

Adult fiction collection. The fiction collection is arranged alphabetically by author.

Adult subject collection. Subject books in Spanish are classified by the Library of Congress classification and shelved adjacent to the collection of fiction in Spanish. Labels on subject books that may be used for reference are stamped noncirculating.

Adult paperback book collection. Many titles published in Spanish are available only in paperback form. Quality paperbacks are usually cataloged and processed. Mass media paperbacks, however, do not warrant expensive processing, because the quality of the paper is not good and many have only a limited popularity. They are placed on wire racks as a browsing collection.

Information materials. The Library maintains a collection of information materials in Spanish — pamphlets, brochures, and maps — which are placed in pamphlet boxes in the Spanish collection.

CHILDREN'S SPANISH COLLECTION

Children's books in Spanish include both fiction and subjects. Although books in Spanish are in a separate collection (with SPANISH noted on the labels), they are cataloged in the same general manner as are other children's books. The fiction collection is arranged by author, and the subject collection is classified by a modified Library of Congress (LC) classification.[1] Picture books (fiction) are arranged by author. Easy books are arranged by modified LC for subjects or as Easy 1, 2, or 3 for graded readers. Paperbacks and comic books in Spanish are also included in the Spanish collection.

AUDIO-VISUAL MATERIALS

Sound recordings in Spanish (music, stories, drama, etc.) are available in both the adult and children's areas. Sound recordings are cataloged in the same general manner as are books. SPANISH is also indicated on the labels. Adult phonograph records in Spanish are maintained in proximity to the book collection in Spanish. Cassettes in Spanish are housed in a locked case with other cassettes.

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[1] Inglewood Public Library. Library of Congress Classification Adapted for Children's Library Materials. 3d ed., 1976.

MATERIALS IN ENGLISH

The Librarian for Service to the Spanish Speaking is a resource person and consultant to those staff members selecting materials in English pertaining to Hispanic life and culture in the United States. That Librarian also serves as a subject specialist in the area of materials relating to Spanish speaking countries.

SELECTION AND ACQUISITION

The Library has stated its general selection policy in a manual entitled Library Materials Selection Policy. This section deals with that policy as it applies specifically to Spanish language materials.

A continuing and essential function of the Service is to identify and select library materials, based on approved selection policy, to provide an ample collection of all forms of library materials that reflect the interest and needs of the Spanish speaking community. In this regard efforts should be made to encourage users to offer suggestions not only of individual titles but also of new purchasing sources.

Awareness of the wide variety of sources from which materials may be obtained is essential to the systemic development of the collection. In order to maintain this awareness of materials available, we receive a large number of dealer catalogs, both foreign and domestic. The Library buys from selected dealers on a regular basis, as experience has shown that they can supply our needs at satisfactory prices and are familiar with municipal buying procedures. This factor is especially important in dealing with foreign vendors.

Specialized book dealers located in the area are visited regularly. These form an excellent selection source, as they provide not only an immediately available collection of standard and new works on a subject but often employ knowledgeable sales personnel.

As with books, sound recordings are selected at specialty stores because most general record stores do not stock many recordings in Spanish. The advantages are in locating recordings which might not appear in standard discographics and in knowing immediately how much of the order can be filled.

One of the better reference sources for current phonograph records in Spanish is Phonolog, the All-in-One Record Reporter.

Materials concerning ethnic groups, particularly those which reflect minority contributions in various fields, are especially considered for selection. If Hispanic-related materials are in English they are purchased by the Adult or Children's Book Coordinator but may be suggested by the Librarian for Service to the Spanish Speaking.

In contacting those who make use of the service, there is opportunity to learn of possible gifts to the collection both in the form of library materials and public support. The latter should be encouraged through programs held by the Library but involving the work and cooperation of the citizens in the Spanish speaking community.

Other activities of the Librarian for Service to the Spanish Speaking are to read professional literature, attend meetings and conferences, visit libraries offering such services, and view demonstrations of new methods and materials which relate to and may increase the value of the service.

Evaluation questionnares completed by those using the Service and those who could make use of it should indicate additional resources of value.

CATALOGING AND PROCESSING

Processing is an inclusive term for the work of acquiring, cataloging, preparing, transferring, withdrawing, and binding library materials. This includes the cataloging of adult materials using the LC classification system and children's materials using modified LC. The processing of materials is extensively discussed in the Library's manual, Library Technical Processes Procedures. We are concerned here only with what applies to Spanish language materials.

All materials are stamped SPANISH on their various labels. Children's materials are stamped SPANISH in addition to any other collection indicators.

Spanish language materials are processed in the same manner as other materials, except that the professional aspect of cataloging adult subjects is done by a Spanish speaking librarian, currently the Librarian for Service to the Spanish Speaking, who follows regular cataloging procedures except that subject headings taken from a list of subject headings in Spanish are added.[1] Pre-cataloging in the Order-receiving area, which involves the determination of the correct author and title, is done by a Spanish speaking staff member. Children's and audio-visual materials are cataloged and processed by the regular staff in consultation with the Spanish speaking librarian.

The Library attempts to merchandise its materials, including those in Spanish, in the most attractive and functional manner possible. Many of the subject books which are bought in a soft binding are sent to a bindery, and book jackets are retained whenever possible.

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[1] Rovira, Carmen, and Jorge Aguayo. Lista de Encabezamientos de Materia para Bibliotecas, Washington, D.C. Union Panamericana, 1967.

COLLECTION MAINTENANCE

Collection maintenance as used here refers to the surveying of Spanish language subject areas and fiction for works that are out of date, no longer applicable, or in poor condition. The Spanish speaking librarian maintains adult books. Audio-visual materials and children's books are maintained by librarians of those divisions in consultation with the Spanish speaking librarian.

CIRCULATION

Spanish language materials circulate in the same manner as other materials. New Spanish language books are placed on the "new book" shelf in the Spanish collections.

SERVICES AND PROGRAMS

INFORMATIONAL MATERIALS

Written materials including brochures are produced by the Library in order to explain Library procedures and to publicize services and programs. These are especially necessary in Spanish because many Spanish speaking people are unfamiliar with the English language or the American system of public libraries.

Brochures and flyers. Brochures and flyers explaining the resources and services of the Library are written in Spanish and made available at public desks within the Library. They are also disseminated throughout the community. This can be done by the "Welcome Wagon," by mail, with other City mailings such as water bills, by house to house delivery, and by strategic placement in businesses frequented by the Spanish speaking community. Examples of brochures and flyers appear at the end of this chapter.

Registration applications. An enlarged sample registration application translated into Spanish is available at the registration desk.

Posters. Spanish language posters are displayed to announce activities of interest to the Spanish speaking.

News releases. News releases in Spanish and English announcing Library programs, services, and resources of interest to the Spanish speaking are sent to all local Spanish and English language newspapers.

REFERENCE SERVICE

Adult. Reference service to Spanish speaking adults is largely instructional, and often includes a library orientation. Readers' advisory assistance is also a major reference function. Spanish speaking patrons should be especially sought out as they do not always know that a Spanish speaking librarian is available.

Children. Service to Spanish speaking children emphasizes English as a second language (ESL), so librarians attempt to locate and explain bilingual materials, materials for learning English, and materials in Spanish. Explanation in Spanish, by a librarian, of the materials in the children's area as well as explanations of how to use a library are provided when possible.

PROGRAMS

Programs are designed to attract the public to the Library and thereby create an interest in the Library's resources and services. These programs can be recreational, cultural, or educational. They may be bilingual or entirely in Spanish. They may be for adults as well as children.

Those attending programs make others aware of those services offered by the Library, thus increasing community use of the Library.

In-house. Programs for adults held in the Library facilities are conducted in the same general manner as those for English speaking patrons. Film showings and lectures on topics of interest are among the most commonly held. Copperative arrangements are often made with local schools or regional or national organizations for groups to perform in the Library.

Programs for children include a series of story hours presented by Spanish speaking, professionally trained librarians, teachers, or volunteers supervised by the professional staff. Parents often assist with festivities. Adult programs on community resources may be offered simultaneously for parents of the attending children.

Outreach. These programs include those sponsored or conducted by the Library at another agency's facility as well as co-sponsored programs of special interest held on Library premises. Some of the agencies involved include churches, County health departments, State employment offices, and schools. These programs may include films, slide presentations, speakers, musical groups, workshops, etc.

SCHOOL SERVICES

Bi-lingual service is offered to bi-lingual classes which visit the Library for orientations or repeated class visits. During these orientations a Spanish speaking librarian is available to explain resources. During repeated class visits, book talks and stories are featured.

SALON DE REUNIONES:

Los grupos pueden usar el Salón de Reuniones si hace su reservación con anticipo.

Tenemos tres Bibliotecas Públicas en Inglewood para servirle a Ud. con más facilidad. Puede devolver sus libros en la fecha indicada en cualquier de las tres bibliotecas o depositandolos en el "DEPOSITO DE LIBROS" el cual se encuentra afuera de las bibliotecas.

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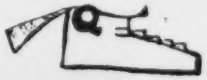
PELICULAS:

También se encuentra en la biblioteca un servicio de películas en 16mm y 8mm. Este servicio está a su alcance para el uso de clubs o reuniones.



MAQUINAS DE ESCRIBIR:

Se encuentran en la biblioteca varias máquinas de escribir para uso público.

DISCOS:

Los tres Bibliotecas tienen muchos discos y música en inglés y español que puede Ud. llevar a casa y usar por dos semanas, y renovar si gusta. También hay discos para aprender inglés.

SERVICIO DE REPRODUCCION:

Si necesita copias de documentos de importancia como certificados, impuestos, fe de bautizo o matrimonio, puede pasar y usar una de las máquinas que tenemos por solamente 10 centavos.

Inglewood
California

BIBLIOTECA CENTRAL
101 West Manchester Boulevard
Lunes-Sábado 9:00 a.m. – 9:00 p.m.
Domingos 12:00 – 6:00 p.m.
649-7380

ADMINISTRACION DE LA BIBLIOTECA
101 West Manchester Boulevard
Lunes-Viernes 8:00 a.m. – 5:00 p.m.
649-7397

Sucursal CRENSHAW-IMPERIAL
11141 Crenshaw Boulevard
Lunes-Martes 12:00 – 9:00 p.m.
Miércoles-Sábado 10:00 a.m. – 6:00 p.m.
649-7403

Sucursal MORNINGSIDE PARK
3202 West 85th Street
Lunes-Martes 12:00 – 9:00 p.m.
Miércoles-Sábado 10:00 a.m. – 6:00 p.m.
649-7400

Sí trabaja o vive en Inglewood, El Municipio o El Condado de Los Angeles, Ud. puede obtener una tarjeta bibliotecaria, absolutamente gratis, para llevar a casa libros y materiales que están a su alcance. Una de las tareas más importantes de nuestra biblioteca es de hacer disponibles los materiales para leer y otros servicios especiales para la información y el deleite de todos. Pregunte Ud. con confianza como puede obtener su tarjeta. No hay que esperar si tiene Ud. prueba de domicilio. A través de esta carta le invitamos a Ud. y a su familia a que disfruten de los varios servicios gratis que ofrece la Biblioteca Pública de Inglewood.

INFORMACION:

En la biblioteca hay muchos servicios que pueden ayudarle, casi siempre hay alguien que habla español. Tenemos directorios telefónicos si necesita llamar a México, Acapulco, Guadalajara, Michoacan, Monterrey, La Baja California y otros muchos lugares. La mesa de información le ayudará a localizar libros o materiales si necesita ayuda.

LIBROS UTILES:

Tenemos libros para la reparación de automóviles, radios, aparatos eléctricos de casa, decoración del hogar, recetas de cocina, cuidado del niño, libros de belleza y muchos otros.

NIÑOS:

Hay en la biblioteca una sección para niños de todas edades. Libros para los chicos están bien ilustrados, y tenemos libros de cuentos que les gustarán. En la biblioteca tenemos muchos libros de referencia para que sus niños estudien y mejoren en sus clases. Para los pequeños tenemos programas que consisten en cuentos, títeres, películas, etc.

REVISTAS Y PERIODICOS

La biblioteca tiene varias clases de revistas y periódicos, como La Opinión, La Raza, Mundo Hispánico, Meridiano. La Opinión le ofrece noticias de Los Angeles y del mundo entero.

LIBROS NUEVOS:

Tenemos muchos libros nuevos que tal vez son los que Ud. siempre pensó leer-novelas, biografías de hombres de México, ciencia, deportes, diversiones para la familia, arte, el hogar, historia, diccionarios, enciclopedias, gramáticas para aprender inglés, y literatura española, mexicana, y latinoamericana.

MATERIALES OBTENIBLES EN LA BIBLIOTECA

LIBROS: 235,000 tomos (incluyendo 48,000 infantiles)

Biblioteca Central	179,000
Crenshaw-Imperial	34,000
Morningside Park	22,000

137,000 títulos individuales (incluyendo 20,000 infantiles)

FOLLETOS INFORMATIVOS: Millares de folletos catalogados según su materia; información sobre condados y ciudades de California; mapas e información turística; guías vocacionales.

PUBLICACIONES DE AGENCIAS GUBERNAMENTALES: La biblioteca es un repositorio de selectas publicaciones de los gobiernos federal, estatal y municipal. Estas pueden estar catalogadas e incluídas en los estantes con los libros o incorporadas con los folletos en orden bajo su materia o incorporadas con las revistas.

REVISTAS Y DIARIOS: Más de 900 títulos se encuentran en la Biblioteca Central, 100 en Crenshaw-Imperial, 90 en Morningside Park. La última edición de cada revista señalada en Reader's Guide to Periodical Literature (guía para el lector de literatura periódica) se encuentra en la Biblioteca Central. Otros índices para localizar artículos en revistas que se encuentran el la Biblioteca Central son Art Index, Business Periodicals Index, Education Index, Humanities Index, Popular Periodicals Index, Public Affairs Information Service, y Social Sciences Index.

MICROFILME: Los diarios New York Times, Los Angeles Times, Inglewood Daily News, Sacramento Bee, San Diego Union, y San Francisco Chronicle. La Biblioteca Central tiene los siguientes índices: New York Times Index, Los Angeles Times Index, y California News Index. Este último señala artículos escogidos de diarios y revistas de California. Selectas revistas se encuentran en microfilme en la Biblioteca Central. Máquinas especiales para leer y copiar el microfilme operadas por medio de monedas están localizadas en el segundo nivel público de la Biblioteca Central.

LIBROS EN IDIOMAS EXTRANJEROS: Una colección de más de 2500 libros en varios idiomas extranjeros, con énfasis en español, en la Biblioteca Central mas una colección de libros en español en la sucursal de Crenshaw-Imperial. Libros en idiomas extranjeros para niños se encuentran en todas las bibliotecas.

PELICULAS: Más de 70 diferentes películas con sonido de 16mm de dos servicios en rotación mensual se encuentran en la Biblioteca Central además de las 475 películas de 16mm y 200 de 8mm y Super 8 que se encuentran en la colección permanente de la biblioteca.

GRABACIONES: 7000 discos circulan de las tres bibliotecas; mas de 275 cintas magnetofónicas en 4-track y 8-track stereo de la Biblioteca Central y la sucursal de Crenshaw-Imperial y 500 cintas "cassettes" de la Biblioteca Central.

REPRODUCCIONES DE PINTURAS: Unas 2830 reproducciones de obras de arte, colocadas en orden alfabético por el nombre del artista, se obtienen de la Biblioteca Central y la sucursal de Morningside Park. Obras de arte para niños de una colección de reproducciones especialmente montadas se obtienen en las tres bibliotecas.

FOTOGRAFIAS: Más de 3300 fotografías montadas y organizadas por tema general están disponibles para circular de la Biblioteca Central.

TRANSPARENCIAS: 800 transparencias de obras de arte, cada una acompañada de información sobre el artista o período, circulan de la Biblioteca Central.

SERVICIOS

CONSULTA: Personas especializadas en biblioteconomía se encuentran a todas horas para ayudarle a localizar materias. La colección comprensiva de libros de consulta en la Biblioteca Central incluye libros sobre temas de negocio, legales, materiales y servicios tocante a impuestos; guías telefónicas de casi todas las ciudades y pueblos en los EE.UU., el Canadá, y México, así como las mayores ciudades extranjeras; y más de 1000 catálogos de colegios y universidades.

RESERVA DE MATERIALES: Libros y revistas en circulación, es decir que en el momento se encuentran fuera de la biblioteca, se pueden reservar con la persona en los puestos de consulta o información, o en el puesto dentro del salón infantil para materials infantiles. Discos, cintas, cassettes, y pelfculas en circulation se reservan con la persona en el puesto del department de materiales audio-visuales. Se hace un cobro de 15¢ cuando los materiales reservados se reclaman.

MAQUINAS DE ESCRIBIR PARA EL PUBLICO:

Máquinas de escribir eléctricas operadas por medio de monedas están a la disposición en la Biblioteca Central y en la sucursal de Crenshaw-Imperial.

MAQUINAS COPIADORAS: Dos fotocopiadoras operadas por medio de monedas se encuentran en la Biblioteca Central y una en cada sucursal. Estas máquinas pertenecen a una compañía particular.

FACILIDADES PARA ESCUCHAR DISCOS: Las tres bibliotecas tienen facilidades para escuchar los discos que ahí se encuentran.

PROGRAMAS AUDIO-VISUALES: Programas de películas son conducidos regularmente en el salón de actos. Pregunte por ellos. Programas de exhibición de transparencias se conducen regularmente en el Departamento Audio-visual de la Biblioteca Central.

SERVICIOS PARA PERSONAS CON IMPEDIMENTOS VISUALES: La Biblioteca tiene 1500 títulos en una colección de libros con caracteres de mayor tamaño que consiste de libros, revistas y periódicos imprimidos en letras de mayor tamaño y escogidos especialmente para el uso de personas con vista reducida.

Libros en forma de discos: El Instituto Braille ha designado a la Biblioteca Pública de Inglewood para servir como uno de los mayores depósitos locales de libros en disco para personas que carecen de vista o que están incapacitadas físicamente. La Biblioteca mantiene una colección que constantemente varía de más de 700 títulos. Cualquier título de libro parlante, en inglés o español, es obtenible por medio del Instituto Braille.

Máquinas de escribir en Braille: Máquinas Perkins para escribir en Braille se prestan a personas con impedimentos visuales. Estas máquinas producen impresiones que consisten de puntos realzados los cuales permiten a las personas ciegas leer y escribir.

SERVICIOS EXTERNOS: Se mantienen colecciones de libros en hospitales, casas de convalescientes, centros de recreo para personas de edad avanzada, casas de bomberos y edificios de la corte en Inglewood. Estas materias son para lectores que no pueden visitar las bibliotecas.

Lista de informes: La División de Servicios Sociales de la Biblioteca mantiene listas de información para referir a los ciudadanos a servicios y actividades disponibles a los ciegos, viejos y personas con impedimentos físicos en la localidad.

SERVICIOS INFANTILES: Bibliotecarias seleccionan y mantienen una colección separada de materiales adecuados especialmente para niños. Estas bibliotecarias están a la disposición para aconsejar a jóvenes, padres, maestros, y otras personas que trabajan con niños. Además de libros, hay revistas, discos infantiles y combinaciones de libros con cintas "cassette" que están disponibles para circular. Se mantiene una colección de libros de bolsillo compuesta de títulos populares y nuevos.

Programas: Horas de cuentos para niños que no empiezan la escuela, horas de cuentos para niños en la escuela, películas, y visitas de escuelas y organizaciones se conducen regularmente. Informese sobre estos programas en el salón infantil.

SERVICIOS PARA JOVENES ADULTOS: Una colección de libros de bolsillo de interés a jóvenes adultos es seleccionada y mantenida. Otros materiales adecuados para jóvenes adultos son integrados en la colección para adultos.

GUIAS

CATALOGO DE FICHAS: El catálogo de fichas público de la Biblioteca Central es un índice de todos los libros (excepto libros de bolsillo) en el sistema de bibliotecas de Inglewood ya sea en la Biblioteca Central o en las sucursales. Los catálogos de fichas en Crenshaw-Imperial y Morningside Park indican solamente lo que se encuentra en esas sucursales. El catálogo de fichas en la Biblioteca Central se encuentra en el segundo nivel público. Cada biblioteca mantiene otro catálogo separado de libros infantiles. Todos estos catálogos están divididos en dos partes; una enumera los libros por título y autor y la otra por materia.

OTROS CATALOGOS: Se mantiene un catálogo de fichas indicando los materiales audio-visuales para adultos en el tercer nivel público de la Biblioteca Central. Este incluye películas,

discos, cintas y cassettes. Fichas indicando discos infantiles están intercaladas en los catálogos de fichas infantiles.

Ficheros de asiento visibles de revistas en orden por títulos y por materia indican el local de revistas sueltas y encuadernadas y también el acervo de microfilmes de todas las bibliotecas.

Sistema de clasificación: Nuestro folleto, Outline of the Library of Congress Classification, le ayudará a encontrar materias adultas clasificadas bajo el sistema de la Biblioteca del Congreso. Estas materias se identifican por medio de un símbolo que consiste de una serie de letras y números indicado en la parte superior izquierda de la ficha en el catálogo. Los libros se guardan en orden alfabético según las letras de la primera línea de esta serie.

Novelas: Libros clasificados como novelas se guardan en una sección aparte en orden alfabético según el apellido del autor. Las colecciones de novelas están indicadas en la esquina superior izquiera de las fichas en el catálogo en las maneras siguientes:

Novela	Cuentos
Misterio	Ciencia ficción
Romance	Del Oeste

Libros infantiles: Novelas infantiles se encuentran en los estantes en orden alfabético por el apellido del autor. Libros didácticos infantiles y discos se clasifican bajo una clasificación de la Biblioteca Pública de Inglewood. Folletos delineando esta adaptación se encuentran en todas las bibliotecas.

AYUDA ADICIONAL: Pregunte en los puestos de Referencia, Información, o en el Departamento Infantil por más ayuda necesaria para encontrar libros.

LO QUE HAY QUE SABER PARA OBTENER LIBROS

Los materiales que se encuentran en la biblioteca son la propiedad de la Ciudad de Inglewood y se espera que sean ciudados debidamente. Cobros debidos se harán a la persona que maltrate o pierda lo que ha sacado de la biblioteca. Revise los libros antes de sacarlos de la biblioteca. MUTILAR ES UN DELITO (Código de Educación del Estado de California, sec. 28801.)

PERIODO DE PRESTAMO: Los materiales de la biblioteca se prestan por de 14 a 20 dias con excepción de las películas de 16mm. Estas se prestan por una noche o por un fin de semana solamente. Películas de 8mm regulares y Super 8 se prestan por de 7 a 13 dias. Reproducciones de arte y/o fotografías se prestan por 28 dias. Es la obligación de la persona que saca los materiales regresarlos antes de que se venza el tiempo del préstamo sin notificación. Los materiales se pueden renovar una vez llevandolos a la biblioteca, siempre que no hayan sido reservados anteriormente por otra persona.

LIMITES DE USO: Se pueden sacar un total de 10 artículos pero no más de:

4 revistas del mismo título
4 folletos del mismo tema
4 libros sobre el mismo tema
5 cintas cassettes;
6 películas 8mm o Super 8

Reproducciones de obras de arte y/o fotografías se pueden sacar junto con otros materiales. Cinco películas de 16mm se pueden adquirir por personas de más de 18 años de edad. Discos para adultos y películas de 8mm regulares y Super 8 se prestan a toda persona de más de 14 años de edad. Libros adquiridos en la Biblioteca Central o en las sucursales de Crenshaw-Imperial o Morningside Park se pueden regresar en cualquiera de estas.

COBROS Y MULTAS:

Préstamo vencido por película por carrete por dia	$5.00
Préstamo vencido por otros materiales por dia, por artículo	.05
Préstamo vencido por materiales infantiles por dia, por artículo	.03
Pérdida o maltrato de la tarjeta que marca el dia del vencimiento del préstamo	.50
Reemplazar un carnet perdido	.25
Aseguranza de película por carrete	.15
Notificación para recoger un artículo (libro, disco, cinta, cassette o revista) que haya sido reservado	.15
Verificación de su inscripción	.10

Cobro mínimo para el reemplazamiento de libros perdidos o maltratados es de $7.00 por libros, discos, cintas y cassettes de adultos, $5.00 por materiales infantiles, $2.00 por revistas y $1.00 por folletos.

PERSONAS ELEGIBLES PARA CARNET DE BIBLIOTECA:

Residentes o dueños de propiedad en INGLEWOOD: empleados de la ciudad de INGLEWOOD; residentes de EL SEGUNDO, TORRANCE, La Ciudad de LOS ANGELES o del DISTRITO DE LA BIBLIOTECA DEL CONDADO DE LOS ANGELES (por medio de acuerdos recíprocos). A personas que no son residentes de estos lugares se les cobra $5.00 anualmente por el carnet.

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INFORMES sobre la BIBLIOTECA PUBLICA de INGLEWOOD

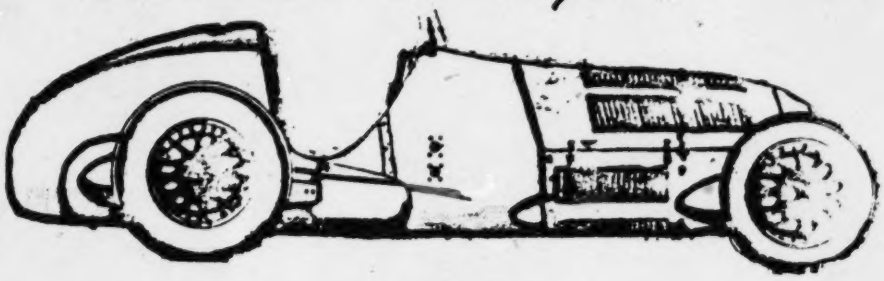
BIBLIOTECA CENTRAL
101 W. Manchester Boulevard
Lunes-Sábado 9:00 a.m. - 9:00 p.m.
Domingos 12:00 - 6:00 p.m.
649-7380

ADMINISTRACION DE LA BIBLIOTECA
101 W. Manchester Boulevard
Lunes-Viernes 8:00 a.m. - 5:00 p.m.
649-7397

Sucursal CRENSHAW-IMPERIAL
11141 Crenshaw Boulevard
Martes 12:00 a.m. - 9:00 p.m.
Jueves 10:00 a.m. - 6:00 p.m.
Sábado 10:00 a.m. - 6:00 p.m.
649-7403

Sucursal MORNINGSIDE PARK
3202 West 85th Street
Lunes 12:00 a.m. - 9:00 p.m.
Miércoles 10:00 a.m. - 6:00 p.m.
Viernes 10:00 a.m. - 6:00 p.m.
649-7400

Películas en Español



Miércoles 8 de Septiembre

a las 7:00 p.m.

en el .... Lecture Hall

CARICATURAS

FREEWAYPHOBIA Parte I & II
En esta caricatura animada Goofy tomo un doble papel de peaton y conductor. Como peaton es rudo e inconsiderado; y cuando maneja es descuidado de los peatones.

MOTOR MANIA
Una caricatura con nuestro amigo Goofy a todo color con los diferentes nombres de Ultimus y Stupidicus. Ellos enseñan el procedimiento correcto e incorrecto sobre la velocidad en las carreteras.

PELICULAS ESPECIALES

RACING REVOLUTION
Una pelicula sobre la carrera de Indianapoles donde Bobby Unser gana sobre la Rueda Hidraulica.

WIN, LOSE OR DRAW
Emocionante historia de la carrera en Indianapoles en 1970 donde el equipo de carreras Indy "500" STP Lucha hasta ganar.

Gratis

INGLEWOOD PUBLIC LIBRARY
LECTURE HALL
101 WEST MANCHESTER BLVD

"ADMISION GRATIS"

Spanish Language Films

CARTOONS

FREEWAYPHOBIA Part I & II

A color cartoon with the unlikely characters of Ultimus and Stupidicus. They show the correct and the incorrect procedure on high-speed roads.
Color

MOTOR MANIA

In this animated cartoon Goofy is pictured in the double role of pedestrian and driver. As pedestrian he is rude and inconsiderate; when he drives he is careless and thoughtless of pedestrians.
Color

FILM SPECIALS

RACING REVOLUTION

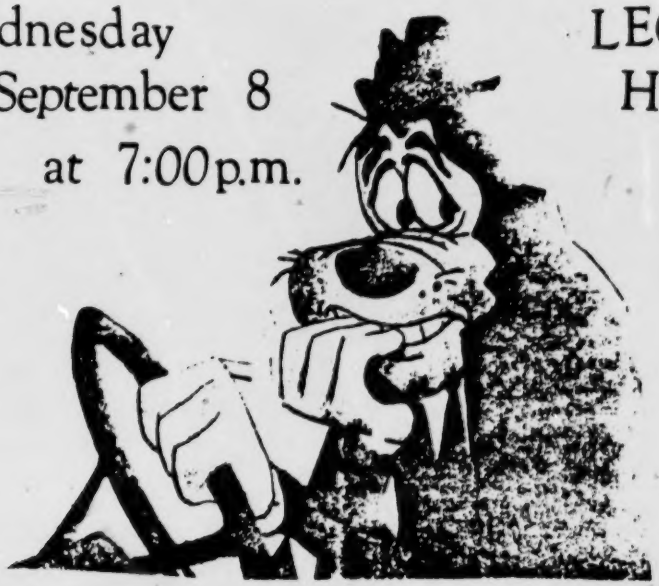
The fabulous STP flying wedges at Indy in 1968. The controversial STP-Turbo-cars against heavy odds, with Bobby Unser winning in a thrilling last-minute battle with Joe Leonard's turbine.

WIN, LOSE OR DRAW

Gripping story of 1970 Indy "500" racing team's fight to win. Another CINE Golden Eagle award winner.
Color.

Wednesday
September 8
at 7:00 p.m.

LECTURE HALL



INGLEWOOD PUBLIC LIBRARY
LECTURE HALL
101 WEST MANCHESTER BLVD

"FREE ADMISSION"

Balet Folklorico Mexicano

OF

Loyola Marymount University

at the

Inglewood Public Library

LECTURE HALL

101 West Manchester Blvd.

INGLEWOOD, CA 90301

649-7380

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Balet Folklorico Mexicano

DE

Loyola Marymount University

bajo la dirección de

Graciela Hinojosa

asistida por los directores estudiantes

José Hernandez y Elsa Rodriguez

Domingo, 21 de noviembre

2 a 4 p.m.

en la

Inglewood Public Library

SALON DE ACTOS

Los bailes de tres regiones de México: Jalisco, Michoacan, y Veracruz, serán demostrados y explicados.

****

Se servirán refrescos después del programa

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Balet Folklorico Mexicano

OF

Loyola Marymount University

at the

Inglewood Public Library

LECTURE HALL

101 West Manchester Blvd.

INGLEWOOD, CA 90301

649-7380

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Balet Folklorico Mexicano

OF

Loyola Marymount University

under the direction of

Graciela Hinojosa

assisted by student directors

José Hernandez and Elsa Rodriguez

SUNDAY, NOVEMBER 21

2 to 4 p.m.

at the

Inglewood Public Library

LECTURE HALL

The dances of three regions of México: Jalisco, Michoacan, and Veracruz, will be performed and explained.

****

Refreshments will be served after the performance

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Paintings

Records

Shots

Cassettes

Books

Swine Flu Immunizations

For those 18 years and over

November 1 to December 19, 1976

Inglewood Health Center
123 W. Manchester Blvd.
Inglewood, California

Each Monday and Tuesday from 5:00 p.m. to 8:00 p.m.

You may also register for a
Library card from 5:00 to 6:00 p.m.

Inglewood Health Center
In cooperation with
Inglewood Public Library

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Pinturas

Libros

Vacunas

Cassettes

Discos

Immunizaciones
contra
El Swine Flu

Para personas de 18 años en adelante

1 de noviembre a 19 de diciembre, 1976

Inglewood Health Center
123 W. Manchester Blvd.
Inglewood, California

Lunes y Martes de 5:00 p.m. a 8:00 p.m.

Pueden también registrarse para poder
obtener "GRATIS"
un Carnet de Biblioteca de 5:00 a 6:00 p.m.

Inglewood Health Center
con la cooperación de
La Biblioteca Publica de Inglewood

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Hora de Cuentos del RATONCITO PEREZ

CUENTOS TITERES

CANCIONES

Un programa semanal en español para niños pre-escolares de 3 a 5 años de edad. Presentado los sábados del 30 de abril al 11 de junio (excepto el 28 de mayo). Recoja su aplicación en la biblioteca Central o para información llame al 649-7380 y pregunte por las señoras Anita Peterson o Ruth Waldman. Programas simultaneos para los padres se conduciran en algunos sábados, los cuales serán anunciados mas tarde.

LOS SABADOS
10:00 A.M.
30 de abril a 11 de junio
(excepto el 28 de mayo)

La Sala Roja de Cuentos
BIBLIOTECA PUBLICA DE INGLEWOOD
101 W. Manchester Blvd.

Programa presentado por
El Distrito Escolar Unificado
y la
Biblioteca Publica de Inglewood
Servicio Bibliotecario Infantíl

IPL 4/77

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RATONCITO PEREZ

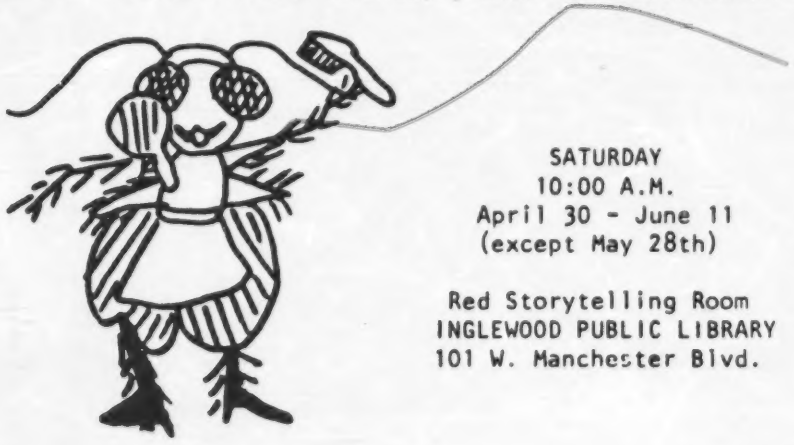
STORYHOUR

IN
SPANISH

STORIES PUPPETS

SONGS

This weekly storyhour in Spanish is planned for pre-school children ages 3 to 5 years. It will be held every Saturday from April 30 through June 11 (except May 28th). Please pick up an application at the main library or call for information at 649-7380 and ask for Mrs. Anita Peterson or Mrs. Ruth Waldman. Simultaneous programs for parents will be conducted on some of the Saturdays, dates to be announced later.



SATURDAY
10:00 A.M.
April 30 - June 11
(except May 28th)

Red Storytelling Room
INGLEWOOD PUBLIC LIBRARY
101 W. Manchester Blvd.

Program presented by:
The Inglewood Unified School District
and
The Inglewood Public Library
Children's Division

IPL 4/77

EVALUATION OF EFFECTIVENESS

Numerous questions may be asked in order to determine the effectiveness of services to the Spanish speaking provided by a library. Are Spanish speaking patrons able to locate materials without directional assistance? Do they find the types of materials they are looking for? Are these patrons made aware of the various resources and services available in the library? Are they getting reference service comparable to that offered to other patrons? Are patrons encouraged to indicate a response to library service? Do these patrons attend library programs?

Once the fact is established that a library has, indeed, resources and services to offer the Spanish speaking community, the library must determine if it is reaching this part of the community. What percentage of all Spanish speaking in the community actually use the library? Has the library examined the feasibility of all avenues of public awareness such as mailings, meetings, talking with influential members of the community, etc.? Are these avenues being used by the library?

MEASUREMENTS OF EFFECTIVENESS

We have tried to identify the various methods of determining the effectiveness of our service. Resources, services, and programs will be considered under each measurement whenever applicable.

Forms. This refers only to written forms used to gather information or statistics. Some of the forms used are:

1) Program attendance forms which when compared together are used to evaluate the effectiveness of public programs.

2) Program evaluation forms which also are used for evaluating public activities but include observations made by the staff involved.

3) Borrower reaction forms which are used to evaluate anything that a patron would comment on. These comments can be critical or complimentary. These forms follow a routing procedure through the Library Administrative Office.

4) Questionnaires sent to other libraries which are a means for developing awareness of different methods of handling a service; they can give objective criteria or complimentary. These forms follow a routing procedure through the Library Administrative Office.

5) Order suggestion forms, completed by borrowers and staff members, which are a way of improving the quality of the collection. The number of these received can also be an indication of effectiveness of the collection.

6) Forms distributed to the public or other agencies (by City departments other than the Library) which can also show information that can be used to improve effectiveness, such as the ethnic make-up and location of the various groups in in the community.

7) Use index cards which are a way of indicating the amount of use of each item in the collection.

Comments from users. Verbal comments made by Library users to the Librarian for Service to the Spanish Speaking and/or to any other Library staff member should be noted by that Librarian and used to evaluate the Service. Comments may concern the kind and amount of materials available as well as the quality of service. Library users may also comment to non-user friends and these comments may be relayed back to the Library. All comments should be forwarded by the staff to the Librarian for Service to the Spanish Speaking who will evaluate them.

Observation. Observation by the staff and the Librarian for Service to the Spanish Speaking is used in the evaluation of the types of users of Library resources as well as in the evaluation of the resources in terms of frequency of use.

Written communications. Letters written by members of the community to government officials, the Library Director, or the Librarian for Service to the Spanish Speaking should be relayed to and considered by that Librarian. These letters may concern any aspect of the Service.

Requests for materials and services. These are requests for materials, services and programs the Library does not have or does not provide. The Librarian might consider additional services and also the possibility of having different single or on-going programs.

Objective criteria. Many of these criteria are derived from studies and reports conducted by libraries and government agencies. Statistical goals such as books per capita are useful in establishing and adding to a collection.

Comparison with other libraries. Visiting other libraries which serve Spanish speaking patrons provides a comparison by which to evaluate our service and also furnishes a means of obtaining ideas from other involved in similar services.

INGLEWOOD PUBLIC LIBRARY

PROGRAM REQUEST AND EVALUATION FORM

Division_____ Program Supervisor_____ Date_____

Program title_____

Description_____

Location_____ Program date_____ Time_____

Description of previous program_____

Personnel required_____

Fees, supplies and/or equipment_____

Approved ☐ Disapproved ☐ Library Director_____ Date_____

Comments: _____

CHECK LIST

		Date ordered	Date received	Amount	Color	Size	Ink color
Posters	☐						
Flyers	☐						
Facility	☐						
Equipment	☐						
Press release	☐						
Views release	☐						
Radio release	☐						
Refreshments	☐						

Additions/corrections_____

EVALUATION

Public response_____

Problems_____

Suggestions for change_____

Attendance_____ Comments_____

PROGRAM ATTENDANCE RECORD FORM

PROGRAM ATTENDANCE RECORD

Program_____

Date_____Attendance_____Location_____

Orgn._____Orgn. rep._____

Division: AV ☐ Adult ☐ Child ☐ Span ☐ YA ☐
Other ☐

Initial_____

Comments:_____

_____

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BOOK ORDER SUGGESTION FORM

BOOK NUMBER	AUTHOR — Print last name first		
	TITLE		
$	Publisher		LC number
Quantity	Vendor	Mo. Year	Ser. Ed. etc.
CIRCLE: M EX 1 EX 2 EX J YA SS ADDL WANT LIST			
PC DATE	STATE	FOF DATE	OOF / DATE
BIB – SOURCE: FB PW BIP S/BIP OTHER			
REMARKS: NAME & ADDRESS (over)			

INGLEWOOD PUBLIC LIBRARY

USER'S REACTION TO LIBRARY RESOURCES AND SERVICES

TYPE OF REACTION

Commendation ☐ Complaint ☐ Observation ☐ Recommendation ☐

REMARKS

If reaction is to a specific item--please identify

NAME AND ADDRESS OPTIONAL

DATE MAIN ☐ EX 1 ☐ EX 2 ☐ INITIAL

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PLANS AND PROJECTS

Plans and projects must be considered in order to direct our progress toward established goals. Awareness of the changing composition of the community is basic to the planning of new projects. Periodic surveys of the community will help to maintain this awareness.

RESOURCES

Plans in the area of resources are designed to fulfill the goal of providing library materials that reflect the needs of the Spanish speaking community.

Adult resources. At present the adult collection of books in Spanish consists of approximately 1,500 titles, 900 of which are subject materials and the remainder fiction. Plans for collection development include forming a working collection of some 5,000 book titles. A collection of this size should provide adequate material on a variety of subjects so that those attracted to the Library will find books suited to their needs. This Spanish language collection will be multi-media, incorporating audio-visual materials as well as magazines, newspapers, government documents, and pamphlet materials.

A separate and accessible area housing Spanish language materials in all media will be created. This is especially important as many of those who would use this collection are not library oriented. Users can be made aware of the variety of forms which library materials may take when these materials are made available in one place.

Careful attention will also be given to the parallel development of those sections of the English language collection containing materials related to Americans of Hispanic heritage.

Children's resources. The children's collection in Spanish includes materials in various media and formats such as hard cover and paperback books, sound recordings, multi-media kits, magazines, and comic books. Plans are to expand the book collection from its present 600 titles to some 1,500. The number of materials in other formats will also be increased, with special emphasis on multi-media materials. Comic books will be renewed quarterly.

All children's materials in Spanish will be located in a separate area. This will increase their usefulness, especially for parents, teachers, and librarians who may not be conversant with Spanish.

Subject headings in Spanish will be assigned to children's materials as warranted.

Care will be taken to insure that materials in English reflecting the heritage and changing interests of Hispanic children are given special consideration.

Audio-visual resources. In addition to the audio-visual materials in Spanish incorporated in the adult and children's multi-media collections, other audio-visual resources will also be acquired. Audio-visual materials increase library use because they attract new library users who might not otherwise come to the library. Spanish language films in 16mm and Super 8 will be acquired, their effectiveness evaluated, and further acquisitions made accordingly. They will be made available both for circulation and use in library programs. Subject headings in Spanish will be assigned to audio-visual materials as warranted.

SERVICES

Translations. The Library plans to continue its program of translating some of its manuals into Spanish and sending them to libraries and other institutions in the United States, Spain, and Latin America. Already available are Servicio de Información en la Biblioteca (Library Information Service), Ayuda Voluntaria en la Biblioteca (Volunteer Assistance in the Library), and Cursos de Acción en la Selección de Materiales Bibliotecarios (Library Materials Selection Policy). Manuals scheduled for translation in the near future include this one and Library Community Services. Materials produced by other City departments will continue to be translated into Spanish by the Librarian for Service to the Spanish Speaking. Library brochures, forms, and other written materials are always considered for translation. Production of registration applications in Spanish will be given further consideration as the number of Spanish speaking patrons increases.

Publications. In addition to this manual on service to the Spanish speaking, and our record of activities in the Library's quarterly report (ISSN 0020-1308), we plan to write articles concerning various aspects of our Service for consideration by journals in the library field. We will also prepare a series of subject bibliographies annotated in Spanish as well as other informative brochures in Spanish.

New services. An active program for installing directional and informational signs in Spanish as well as English will be pursued.

Referral information concerning activities and organizations that are of interest to the Spanish speaking will be compiled.

The Library staff will be given in-service training on the Library's services to the Spanish speaking. In addition, staff members will receive instruction designed to enable them to provide basic information in Spanish.

Talking books in Spanish will be added. Books in Spanish will be added to extramural collections for use in hospitals and other institutions. Other areas of the Library's community services program will be surveyed to determine those into which resources and services in Spanish should be incorporated.

PROGRAMS

Library programs for the Spanish speaking will be continued and expanded. In order to attract the Spanish speaking to these programs, in addition to in-house publicity there should be publicity directed toward those locations and agencies which attract the Spanish speaking. This will be accomplished by the placing of posters and brochures, direct contact by Library staff, and programs presented outside the Library.

A concerted effort will be made to convert program attendees to regular Library users. This will be accomplished by staff involvement, orientations, and informational brochures. Special attempts will be made to present programs directed to the parents of Spanish speaking children with the objective of increased Library awareness on the part of both parents and children.

Increased cooperation with other agencies, such as public and private schools and other City departments, will augment Library programs, expand their scope, and increase involvement. An example is a writers' project series in which school children submit their writings in Spanish to the Library for others to read.

ACKNOWLEDGEMENTS

In the course of preparing this manual we would like to acknowledge the various people, agencies, and publications that have contributed ideas, all of which were considered and some of which were implemented. This is not a checklist of all materials to be consulted but only a list of people and publications we came in contact with during the preparation of this study.

1. "A Heartfelt Plea: Note on Books for Children and Adolescents from Spain" by Dr. Isabel Schon. English Journal, March 1977, p. 49.

   This points out that "...books available in Spain are unknown treasures for those children and adolescents who want to read in Spanish." A selection of the various types of literature represented in children's books published in Spain is included.

2. "Make Your Point: The Dilemma of Selecting Spanish-Language Books" by Dr. Isabel Schon. School Library Journal, October 1976, p. 92.

   This article refers to the selection of books in Spanish for children and young adults. Dr. Schon of Arizona State University has also produced a bibliography of books in Spanish for children and adolescents from Mexico. Her remarks at the Arizona State Library conference on October 2, 1976 at a program entitled "Multicultural Perspectives in Literature for Children and Young Adults" were also helpful.

   Dr. Schon also read a draft of our study and contributed some very worthwhile comments.

3. "Breaking the Language Barrier." American libraries, May 1975.

   This is an article on Spanish language publicity prepared by the Orange County (California) Public Library. The publicity asks residents to "Tell us what you want" in Spanish. For further information contact H. W. Kirkwood, Affirmative Action Coordinator, Orange County Public Library, 431 City Drive, Orange, CA 92668.

4. "Symposium Held in Austin on Spanish Language Materials" by Patsy Castro. Texas Libraries, Spring 1974, p. 14-19.

   This is an interesting discussion of the problems involved in acquisition of Spanish language materials from sources outside the United States.

5. Tucson Public Library, Valencia Branch — Ms. Coralie Wolf.

   A draft of this study was extensively reviewed by Ms. Wolf, Librarian in charge of the Valencia Branch. All of her suggestions were carefully considered. We also acknowledge the bibliographies and other Spanish language brochures that she sent, as well as the comprehensive memos on Spanish language service at the Valencia Branch Library.

6. Selection and Acquisition of Spanish-English Library Materials for the Spanish Speaking — a manual. McAllen Memorial Library, McAllen, Texas.

   This is particularly helpful because it includes bibliographies and lists of dealers and distributors of audio-visual material as well as book reviews and sources of information on Mexican-American materials. We also acknowledge the interesting comments made by Maria H. Herrera of the McAllen Library who reviewed a draft of our study, sent us their manual, and informed us of the services they provide.

7. 32 Ideas to Reach Your Spanish-Speaking Patrons. Santillana Publishing Co. c1976.

   This is "a series of simple inexpensive projects designed to develop...communication between the Hispanic American community and its local library...these ideas can also be used to benefit other minority groups living or working in your area." Some of the ideas are: Spanish book of the month, Presentations by prominent Hispanic American women, Hispanic art exhibits, "Say it with music" (a record collection with a display of covers and publicity). We received a pre-publication copy. For more information write to: Ernesto Mayans, Library Services Coordinator, Santillana Pub. Co., 575 Lexington Ave., New York, NY 10022.

8. Library Service to the Spanish-Speaking (an Outline), by Ardito, Palatine Public Library, Palatine, Illinois.

   This is basically an outline for a manual on service to the Spanish speaking. It is designed, however, for librarians who are not bi-lingual but have a bi-lingual staff. This was particularly useful as a checklist of topics to be covered.

9. California Librarian, January 1973.

This entire issue is titled "Chicano Library Service." Articles include: "Bibliotecas para la Raza"; "Libraries on the Border"; "Outreach Program for Chicanos"; "The Chicano Community Liaison: a Personal View"; "Public Library Service in the Barrio"; "Media, Mobility and Minority Manpower: Concepts for Total Library Service"; "Pensamientos"; "The Chicano in Children's Literature"; and "Amatl: Heritage."

10. Quien es Quien: A Who's Who of Spanish-Heritage Librarians in the United States. Ed. by Arnulfo D. Trejo, 1976.

This comprehensive list includes the addresses, Spanish fluency, and professional background of some 245 librarians.

11. REFORMA (The National Association of Spanish Speaking Librarians in the United States).

This organization is an affiliate of the American Library Association. Very helpful information on the state of service to the Spanish speaking can be obtained through their meetings and newsletter. (The current president is Jose Taylor, 2093 N. Medina Ave., Simi Valley, CA 93063).